

Town of Scituate Position Description

Position Title: Business Manager, Harbormaster's Office

Statement of Duties

Varied position involving clerical, accounting, and administrative tasks supporting the Harbormaster and staff. Has regular and extensive contact with the public. Must be self-motivated and able to anticipate and complete work with strong organizational skills and a high degree of reliability and dependability.

Supervision

Appointed by the Town Administrator, works under the general administrative direction of the Harbormaster and Assistant Harbormaster. The Office Manager works in accordance with standard and established policies and procedures. Performs most tasks and responsibilities independently, referring problems to supervisor when needed. Incumbent must be familiar with town laws, rules and regulations. This position does not supervise other employees.

Job Environment

Work is performed indoors and on occasion outdoors. The position requires the employee to evaluate each work process and determine the appropriate response in accordance with departmental rules and regulations, town policies or standard office procedures. Some interpretation of rules and regulations is required. Responsibilities vary considerably, but generally follow the requirements of various rules and regulations.

Has high degree of interaction with general public, staff, town officials and personnel to answer questions, respond to and route complaints or explain policies and procedures. Daily contact with other departments within the Town; frequent contact with outside agencies, residents, businesses, tourists, boaters. Has access to departmental personnel records and information. Errors could result in loss of funds, reduced level of services, adverse public relations.

Operates computer, copier, radio, calculator, telephone and other standard office equipment.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Performs all administrative functions, screening calls/visitors, assisting the public. Responds to a variety of departmental and citizen requests as needed or requested by Harbormaster or Assistant Harbormaster.

Processes purchases of department supplies and equipment, maintains inventories.

Processes all new mooring patron applications, creates accounts. Maintains Mooring lists, insures posting on website. Coordinates mooring inspection process with Assistant Harbormaster for compliance with mooring Rules and Regulations. Generates quarterly reports of active mooring patrons and maintains Mooring Waiting List. Handles annual mooring waiting list reminders, updates lists annually.

Creates and maintains annual slip and dinghy waiting listing, process new slop and dinghy applications

Receives transient slip reservation by mail, phone or in person and assigns transient slips.

Drafts correspondence for Harbormaster completes forms, notices and reports in a detailed and accurate manner.

Maintains master calendar for meetings, projects and task deadlines.

Updates transient slip log, marina and mooring logs with patron's emergency information.

Handles procurement of goods and services including obtaining quotes from vendors.

Oversees and organizes files, and maintains departmental personnel and vendor files, ensuring all paperwork and forms are complete.

Prepares and processes the department's payroll and reports use of compensated absences.

Collects fees, reconciles accounts, prepares turnovers to Town Treasurer. Processes requisitions and invoices. Tracks progress to insure timely payment.

Assists in scheduling of seasonal harbormaster staff

Monitors grant revenues to insure staying on budget.

Coordinates all aspects of training session for staff, meetings or public hearings.

Coordinates billing cycle for patrons and works with Treasurer/Collector regarding online billing and payments.

Maintains detailed patron files for excise, boat titles, insurance, Chapter 10A applications and permits, Chapter 91A licenses. Collect fees and turns over to Treasurer/Collector.

Keeps website updated and timely.

Handles any correspondence related to bids and requests for proposals.

Performs related duties as required or necessitated as situation dictates.

Recommended Minimum Qualifications

Education and Experience

High School diploma with minimum two years of college or equivalent with minimum five years experience in office setting. Knowledge of boating or local government helpful. Prior experience in customer-service oriented organization preferred. Any equivalent combination of education and experience.

Special Requirements

None.

Knowledge, Ability and Skill

Knowledge

Thorough knowledge of office procedures. Knowledge of office software systems involving accounting, and Microsoft applications including Excel or Access. Familiarity with purchasing and payroll transactions helpful. Knowledge of VHF radio communication systems for routine and emergency situations and GIS systems strongly desired. Working knowledge of maritime industry helpful.

Ability

Excellent communication skills and pleasant telephone manner required. Ability to deal diplomatically with general public. Attention to detail; accuracy and knowledge in use of computer applications. Ability to maintain accurate administrative and general records/correspondence. Ability to develop and maintain effective working relationships with other departments, employees and the general public. Ability to perform multiple tasks/projects in an effective manner.

Skill

Excellent organizational skills required. Excellent customer service and interpersonal skills. Strong computer skills required.

Physical Requirements

The employee works in a moderately noisy office setting and is frequently required to stand, sit, talk, hear, walk, use hands to finger, handle or operate objects, tools or controls and reach with hands and arms. Employee must be able to hear normal sounds and distinguish sound and voice patterns, and communicate regularly with others often using radio communications. Normal vision is required for this position. The employee seldom lifts up to 25 pounds.

